

REMARKS

Paragraph 5 of the Final Action rejected independent claims 1 and 18 under § 102(e) as being anticipated by Walker. The applicant has reviewed the Final Action and the applied art, and has amended independent claims 1 and 18 as shown above to recite certain features that are
5 believed not shown by Walker.

Turning to claim 1 in particular, the applicant has amended it to recite the following feature:

“dividing data representing a portion of the voice interaction spoken by the live agent into a plurality of panels, wherein the panels correspond to respective
10 sections of the script,”

The applicant’s specification as filed discusses this feature on page 18, lines 6-19, and further throughout the specification and drawings. In the interests of conciseness, the applicant provides the above illustrative citation, but if requested by the Office, the applicant will gladly provide a more exhaustive list of supporting citations from the applicant’s specification. In any event, the
15 applicant submits that the specification fully supports the above feature under § 112, first paragraph.

The applicant further submits that the passages from Walker as applied to dependent claim 17 in the Final Action (as claim 17 formerly read) do not support a § 102 anticipation rejection of claim 1 as now amended. More particularly, the applicant submits that neither
20 Walker’s table 300, as discussed in column 5 of Walker, nor Walker’s weekly bonus feature, as discussed in column 6 of Walker, discloses the applicant’s paneling feature as now recited in claim 1.

On at least this basis, the applicant requests reconsideration and withdrawal of the §102 rejection of claim 1 and all claims depending therefrom. Also, independent claim 18 is amended
25 above to recite a similar feature to that added to claim 1, and the same comments directed to claim 1 apply equally to claim 18 and all claims depending therefrom. Finally, dependent claim 17 is amended in light of the amendments to claim 1.

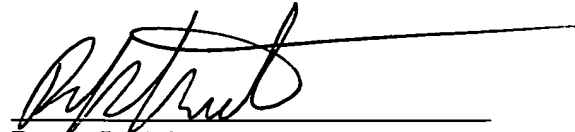
In conclusion, the applicant requests entry of the above amendments under Rule 1.116, consideration of the comments and amendments made herein, and favorable action on this response at the Office's earliest convenience.

Respectfully submitted,

WEST CORPORATION

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By:



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